PURPOSE

The policy manuals are a collection of items which contain the Michigan Department of Health and Human Services (MDHHS) official policy. All MDHHS staff and Department of Education Office of Great Start for the Child Development and Care program (CDC) have access to read-only files for current and historical policy. Other state employees may request to have the policy manuals loaded onto their computer by calling the help desk at 517-241-9700.

To open the policy manuals application from the Start Menu, select All Programs/Policy Manuals/Policy Manuals. Since the manuals are web-based they can also be opened from Favorites on the MDHHS intranet or a URL address. Job aids for using the manuals are located on the Policy Tools and Resources Tab.

The advantage of using policy manuals from the intranet are:

- Historical policy is quick and easy to access by simply changing the effective date.

- There is a robust search engine that can search across multiple manual groups and/or items within the application (not the entire intranet).

- Changed policy is indicated in the text with a change bar in the right-hand margin.

The public has access to current read-only policy manuals from the MDHHS Internet.

Content Management System

Microsoft SharePoint Policy is a content management system designed to do the following:

- Establish standardized format for policy items.
- Control access to policy items for revision based on user roles.
- Create document versions.
- Allow for multiple individuals to update an item.
- Automate the approval/signature process.
- Aid in storage and retrieval of data for record retention and audits.

Word

Policy is written using a Microsoft Word template using styles to facilitate compliance with American Disability Assistance (ADA) requirements. Styles add structure for users who are using a screen reader, or who rely on the visual cue of section headings to navigate as they read.

POLICY

All MDHHS policy will be written and published using the policy manual content management system following the procedures in this item.

BULLETINS

All policy changes are announced in a bulletin which contains:

- An effective date.
- A brief description of the policy change(s).
- The reason for the change.
- A list of new, deleted or revised manual items with links to the item.

Interim Policy Bulletin

An Interim Policy Bulletin is a bulletin that is used to inform local offices about pilot policy. Some interim bulletin files contain draft policy items as part of the file, but the policy will not be added to the manual items until the policy is ready for release for that manual group. Draft policy may be revised prior to being released.

MANUAL GROUPS

Manual Groups are groups of related manuals organized systematically to enable users to find information easily.

MANUALS

Manuals are groups of related items organized systematically to enable users to find information easily.

ITEMS

The policy manuals contain items which use a template with predefined formats to define the page layout, character and

paragraph formats, and special table formats. All policy must have the following sections:

- Purpose.
- Definitions (if not using a glossary manual).
- Policy.
- Procedure (if applicable).
- Legal base or references.

Change Bars

Revised manual pages contain vertical lines in the right margin (change bars) to call attention to the particular areas that have been revised, except when an entire item is new.

Revisions

Revision and effective dates are indicated in the upper right hand corner of each page.

DEFINATIONS

Bureau Directors

Each deputy director's administration is assigned certain areas of responsibility for the purpose of creating, updating, and maintaining policies and procedures relevant to their respective areas of responsibility. Business needs, laws, court decisions, rules and regulations will also dictate policies and procedures for the respective administrations.

Bureau directors are responsible for the content of policy. They:

- Assign bureau staff to write draft policy.
- Approve policy for publication.
- Determine which program areas need to review and approve draft policy.

Writers

Only individuals designated as policy writers have permission to write and update items in policy manual maintenance. Writers review laws, regulations, audit results, and field questions/comments to determine policy content.

Policy Coordinator

The policy coordinator acts as a consultant for new policy manual groups or items in order to gather manual structure requirements and to explain the policy publication process.

The coordinator is responsible for working as the liaison between MDHHS and the Department of Management Technology and Budget (DTMB) team for the policy maintenance system and policy publication for both the intranet and internet.

The policy coordinator position is the MDHHS individual responsible for:

- Providing training for writers, bureau directors, managers and other users which includes answering questions and trouble-shooting problems though out the publication process.

- Reviewing policy items for adherence to the style guide.

- Moving projects forward through the work-flow; including obtaining signatures.

- Publishing policy on the intranet and internet.

- Sending publication notification to:

    - Communications.

    - Training.

    - The Attorney General.

    - Michigan Department of Licensing and Regulatory Affairs (LARA).

    - Forms and Mail Management for subscribers and record retention.

    - The legislature (boilerplate reports).

Development Schedules

Development schedules provide guidelines for all the processes that take place for writers, managers and coordinators during a manual project in order to meet target due dates. However, it is technically possible to begin and end a project in one day as long as appropriate signatures are obtained.

Development schedules are available on [policy manual team site](#).

PROCEDURES

To request a policy project email the policy coordinator at galantj@michigan.gov. The following information is needed:

- What manual group/manual/items are being updated?
  Note: once a project has been created it is technically possible to add items throughout the process.

- What is the expected effective date?
  Note: it is possible to easily change the effective date throughout the process.

- Will this project be going out for final department review (FDR)?
  Note: bureau directors or their designee make the decision whether or not a project needs review and who should reviewers it.

If the project is for a new manual:

- Will this manual be available to the public?
- Who are the writers?
- Who needs to approve the project?

Policy is written according to the MDHHS Style Guide posted on the intranet using styles defined in this section.

STYLE NAME

Description and Example

BODY

This format is for spaced in-column body text.

Body Example

The Family Independence Program (FIP) provides financial assistance to families with children. The goal of FIP is to help maintain and strengthen family life for children and the parent(s) or other caretaker(s) with whom they are living, and to help the family attain or retain capability for maximum self-support and personal independence.

BODYSS

This format is for single-spaced in-column body text.

BodySS Example

Department of Human Services
235 S. Grand Ave., Suite 1309
Lansing, MI 48909

BULLET

This format is for in-column, single bulleted lists with spacing.

Bullet Example:

- The payment is not for normal household living expenses such as rent, mortgage, personal clothing and food eaten at home.

- The payment is used for its intended purpose.

- The payment is made or documented separately from other payments.

BULLET2

This format is for in-column, double bulleted lists with spacing.

Bullet2 Example:

•• A DHS-4583, Child Development and Care (CDC) Assistance Application, or a DHS-1171, Assistance Application.

•• A DHS-4640, Child Development and Care (CDC) Applicant Instructions.

BULLET2INDENT

This format is for in-column, double-bulleted text, indented two levels. There is space below this paragraph format.

Bullet2Indent Example:

•• Count any portion of an overpayment (that is normally countable) if the original payment was excluded when received.

•• For FIP, SDA and FAP, count SSI recoupment amounts due to IPV.

BULLET2INDENTSS

This format is for in-column, double-bulleted text, indented two levels. This paragraph format is single spaced.

Bullet2IndentSS Example:

•• BEM 220, Residence.
•• BEM 257, Third Party Resource Liability.
•• BBEMEM 265, Institutional Status.

BULLET2SS

This format is for in-column, single-spaced, double-bulleted lists.

Bullet2SS Example:

•• BEM 220, Residence.
•• BEM 257, Third Party Resource Liability.
•• BEM 265, Institutional Status.

BULLETINDENT

This format is for in-column, single-bulleted text, indented one level. There is spacing below this paragraph format.

BulletIndent Example:

• The payment is not for normal household living expenses such as rent, mortgage, personal clothing and food eaten at home.

• The payment is used for its intended purpose.

BulletIndentSS

This format is for in-column, single-bulleted text, indented one level. This paragraph format is single spaced.

BulletIndentSS Example:

• Under age 18.
• Attending elementary, middle or high school.
• Living with someone who provides care or supervision.

BULLETSS

This format is for in-column, single-bulleted lists.

BulletSS Example:

- Living allowance.
- Child care allowance.
- Health insurance.

CELLBODY

This format is for body text in a table cell, font is smaller.

CellBody Example

Alignment	Center
Space	Above 0 pt Below 0 pt

CELLBULLET

This format is for single bulleted lists in a table cell.

CellBullet Example

• Child is deceased. • Child is not living with specified relative. • Child is married.	• Child is a TMA recipient (BEM 111). • Child is a Special N/Support recipient (BEM 113).

CELLBULLET2

This format is for double bulleted lists in a table cell.

CellBullet2 Example

•• Child is deceased. •• Child is not living with specified relative. •• Child is married.	•• Child is a TMA recipient (BEM 111). •• Child is a Special N/Support recipient (BEM 113).

CELLHEADING

This format is for headings in a table.

CellHeading Example

Alignment	Center
Space	Above 0 pt Below 0 pt

CELLNOTE
  Cellnote Example

Note: This is a note.	•

CELLNUM

This format is for the number one of a list in a table cell.

  CellNum Example

1. FIP-related Group 1 MA. 2. FIP-related Group 1 MA. 3. FIP-related Group 1 MA.	•

CELLNUMBULLET
  CellNumBullet Example

• Item one. • Item two	•

EXAMPLE

This format automatically begins a line with Example:

  Example

Example: The effective date is the first day of the month that a change is reflected in the FAP group's issuance.

Note: If you would like to indent this example format, turn on your ruler and drag the two blackened triangles to the right three spaces for one indent, six for two indents, and so on.

EXCEPTION

This format automatically begins a line with Exception:

  Exception Example

Exception: For approval of an application filed during a current benefit period or in the month after a prior FAP benefit period ended, the effective date is the 1st day of the month of the new benefit period.

If you would like to indent this exception format, turn on your ruler and drag the two blackened triangles to the right three spaces for one indent, six for two indents, and so on.

FIGURE

This format automatically begins a line with Figure 1 and will continue numbering figures consecutively with space following.

Figure Example

FIGURE 1.

FIGURE 2.

FIGURETITLE

This format adds a title below figures.

FigureTitle Example

Verification of Student Financial Aid

HEADING

This format is for in-column tertiary (third in line) headings.

Heading Example

All Programs

INDENT

This format is for in-column indented text. There are many tabs in this format for flexible input.

Indent Example

A new or updated application and an in-person interview cannot be required to transfer a FIP case to Transitional MA.

A new or updated application and an in-person interview cannot be required to transfer a FIP case to Transitional MA.

INDENT2

This format is for in-column indented text, indented one-level.

Indent2 Example

A new or updated application and an in-person interview cannot be required to transfer a FIP case to Transitional MA.

A new or updated application and an in-person interview cannot be required to transfer.

INDENT3

This format is for in-column indented text, indented two levels.

Indent3 Example

A new or updated application and an in-person interview cannot be required to transfer a FIP case to Transitional MA.

A new or updated application and an in-person interview cannot be required to transfer a FIP case to Transitional MA.

INDENT4

This format is for in-column indented text that has space for a larger lead-in string of text.

Indent4 Example

A new or updated application and an in-person interview cannot be required to transfer a FIP case to Transitional MA.

Line 37 - A new or updated application and an in-person interview cannot be required to transfer a FIP case to Transitional MA.

If you would like to add more indentions, choose Indent4, turn on your ruler and drag the two blackened triangles to the right three spaces for one more additional indent, six for two more additional indents, and so on.

INDENTSS

This format is for in-column indented single-spaces text.

IndentSS Example

An updated application may require an in-person interview. A new or updated application and an in-person interview cannot be required to transfer a FIP case to Transitional MA.

INSERTIONPOINT

This format provides an in-column insertion point for graphics and tables. The table will center in-column if it is small enough. If the table is too wide to fit in-column, it will center on the page. The font size is very small so the graphic or table is closer to the above text.

InsertionPoint Example

§			§
§			§

ITEMTITLE

THIS FORMAT IS FOR THE HEADER CONTAINING THE ITEM TITLE.

ItemTitle Example

REFERRAL PROCESS

MANUALCODE/NUM

This format is for the header containing the manual abbreviation and Item number.

Manual Code/Num Example

RFT 260

MANUALSUBTITLE

This format is for the footer containing the Manual Subtitle, if necessary.

ManualSubTitle Example

TABLES, CHARTS & SCHEDULES

MANUALTITLE

This format is for the footer containing the Manual Title.

ManualTitle Example

REFERENCE FORMS & PUBLICATIONS MANUAL

NOTE

This format begins a line with Note:

Note Example

> **Note:** Individual calculations used to arrive at each income and expense figure for liens 1 through 34 must be clearly documented in the Remarks section, unless otherwise indicated.

NOTEINDENT

This format begins a line with an indented Note:

NoteIndent Example

> **Note:** Individual calculations used to arrive at each income and expense figure for liens 1 through 34 must be clearly documented in the Remarks section, unless otherwise indicated.

> **Note:** If you would like more indentions for a note format, choose NoteIndent, turn on your ruler and drag the two blackened triangles to the right three spaces for one more additional indent, six for two more additional indents, and so on.

NUMBER

This format sequentially numbers (above1) in-column lists.

Number Example

1. Individual calculations used to arrive at each income and expense figure for liens 1 through 34 must be clearly documented in the Remarks section, unless otherwise indicated.

2. Individual calculations used to arrive at each income and expense figure for liens 1 through 34 must be clearly documented in the Remarks section, unless otherwise indicated.

Note: To restart a numbered right click and select Restart at 1.

SECTION

This format is for the main sections of the manual and is listed in the table of contents.

Section Example
SPECIFIED
RELATIVE

SUBSECTION

This format is for the subsections of the manual and is listed in the table of contents.

SubSection Example

FIP Termination

SUBSECTION HEADING

This format is for the subsection headings of the manual and is listed in the table of contents.

SubSection Heading Example

FIP Termination

TABLETITLE

This format adds a title above tables.

TableTitle Example

Verification of Student Financial Aid

ZBODYWIDE

This format is for body text that spans the width of the page.

ZBodyWide Example

Medicaid policy has been developed jointly by the Department of Community Health (DCH) and the Department of Human Services (DHS).

ZBODYWIDESS

This format is for body single-spaced text that spans the width of the page.

**ZbodywideSS
Example**

Department of Human Services

235 S. Grand Ave., Suite 1309

Lansing, MI 4890published? -

ZBULLET2WIDE

This format is for double bulleted lists with spacing that span the width of the page.

**ZBullet2Wide
Example**

•• The TMA group is those persons who were in the LIF qualified group at the time of transfer to TMA.

•• The TMA group is those persons who were in the LIF qualified group at the time of transfer to TMA.

ZBULLETWIDE

This format is for in-column, single bulleted lists with spacing.

**ZBulletWide
Example**

- The TMA group is those persons who were in the LIF qualified group at the time of transfer to TMA.

- The TMA group is those persons who were in the LIF qualified group at the time of transfer to TMA.

ZFOOTER

This format is for the footers on the master pages.

ZFooter Example

STATE OF MICHIGAN

ZHEADER

This format is for the Source and Effective Date on the master pages.

ZHeader Example

BPB 2007-014

ZHEADINGWIDE

This format is for tertiary (third in line) headings that span the page width.

ZHeadingWide Example

Verification of Student Financial Aid

TABLE FORMATS

From the Word ribbon click Insert. Select the number of columns and rows, choose the Auto fit Behavior, and then click OK.

To format the table a macro must be added to the quick access tool bar. From File click Options and then click Quick Access Toolbar. From the Choose Commands From list select Macros\TemplateProject.NewMacros.OLMTableBordersAndShading and then click Add. Click OK to close the message box.

This procedure only needs to be completed once.

To format tables use the Design Table Tool from the Word ribbon.

FRAME EXAMPLE

Heading	Heading
text	text
text	text
text	text

LINES EXAMPLE

Heading	Heading
text	text
text	text
text	text

NO LINES EXAMPLE

Heading	**Heading**
text	text
text	text
text	text

SHADED EXAMPLE

LEGAL BASE

The Social Welfare Act 280 of 1939. 400.6, Sec. 6. (5)
Administrative Procedures Act of 1969, 24.207
Public Act 252 of 2014.
Freedom of Information Act 14.233
45 CFR 205.60

REFERENCES

Any questions or concerns regarding this policy should be directed to Judith Galant, 517-241-7084.